

EMERGENCY SHELTERS

VALUE STATEMENT

I expect safe emergency shelter space is available when required and that supports are in place to help people find and maintain housing.

EMERGENCY SHELTERS

What is this Service?

The services provided through emergency hostels/shelters can be viewed as a key point of access to a broad range of social services, however, emergency hostels are not intended to serve as permanent housing.

The provision of emergency hostel services by a municipality is not mandatory. Municipalities may choose to offer emergency shelter services directly or through third-party contracts with community-based agencies.

Objectives May Include:

- Ensure that individuals and families experiencing homelessness have access to temporary emergency shelter services that will help them stabilize their situations and move into appropriate accommodation in the community.
- Provide safe and secure basic accommodations and meals for individuals and/or families experiencing homelessness.

Influencing Factors:

- **Immigration:** Federal immigration policies and processing times for Refugee claims.
- **Information Systems:** Database systems used could impact reporting capabilities.
- **Other Housing Services:** Availability of transitional and/or supported living housing in the community and supplementary support services.
- **Political Climate:** Current and former local and provincial policies and support for homelessness impact service level provided, i.e. Is the climate conducive to support, fund and build/procure spaces?
- **Supply vs. Demand:** Individuals in need may decide not to take up offers of shelter.
- **Vacancy Rates in Rental Markets:** Housing availability and affordability.
- **Weather Conditions:** Number of beds can vary by season. Natural disasters and weather-related events increase occupancy and length of stay.

Extenuating Circumstances:

- **COVID-19 Pandemic:** Across municipalities, there was a significant shift in the homeless population (e.g., reduction in refugee population, increase in unsheltered homeless). Provincial Canadian Ontario Housing Benefit (COHB) and federal Canadian Emergency Response Benefit (CERB) may have initially impacted on occupancy rates or the number of individuals and/or family accessing shelters emergency shelters. The need to implement health and safety protocols to ensure physical distancing also led to an initial reduced occupancy/capacity at emergency shelters.

Receipt of additional funding supported municipalities in maintaining programs and services for the homeless during COVID 19 (e.g., use of hotels to maintain physical distancing, provision of additional shelters). Across many municipalities, special accommodations for the homeless (e.g., isolation and recovery, temporary shelters, day time shelters were established to provide appropriate supports, including implementation of community COVID practices (e.g., screening, testing, referral). This increased the workload of municipal staff (front line and administrative). There were also increased reporting responsibilities associated with increased provincial and federal funding.

Emergency Shelters

Figure 8.1 Average Length of Stay in Days per Admission to Emergency Shelters

Results reflect various approaches to providing emergency shelter beds and how motel rooms are counted when they are used as part of the service delivery model. The length of stay increased across most municipalities due to high rental rates, low vacancies and increased demand for shelters.

| | DUR | HAL | HAM | LON | NIAG | SUD | TOR | WAT | WIND | YORK | MEDIAN |
|---------------------|------|------|------|------|------|------|------|------|------|------|--------|
| Adults and Children | | | | | | | | | | | |
| 2018 | 11.1 | 20.1 | 7.9 | 10.4 | 25 | 17.3 | 33.2 | 10.3 | 6.8 | 25 | 14.2 |
| 2019 | 11.6 | 18.5 | 10 | N/A | 20 | 13.3 | 28.8 | 7.3 | 6.5 | 24.4 | 13.3 |
| 2020 | 16.0 | 35.5 | 10.4 | 9.0 | 20.9 | 4.9 | 38.8 | 8.3 | 8.2 | 28.4 | 13.2 |

Source: HSTL105 (Community Impact)

| | DUR | HAL | HAM | LON | NIAG | SUD | TOR | WAT | WIND | YORK | MEDIAN |
|---------|------|------|-----|-----|------|------|------|-----|------|------|--------|
| Singles | | | | | | | | | | | |
| 2018 | 10.3 | 11.7 | 6.0 | 9.1 | 17.0 | 14.5 | 28.6 | 9.7 | 9.3 | 22.0 | 11.0 |
| 2019 | 9.8 | 11.9 | 7.8 | N/A | 16.2 | 11.8 | 24.6 | 8.4 | 11.1 | 19.1 | 11.8 |
| 2020 | 19.3 | 17.5 | 8.5 | 8.6 | 17.0 | 4.4 | 34.1 | 8.2 | 12.5 | 23.6 | 14.8 |

Source: HSTL110 (Community Impact)

| | DUR | HAL | HAM | LON | NIAG | SUD | TOR | WAT | WIND | YORK | MEDIAN |
|-------------------------------|------|------|------|------|------|------|-------|------|------|------|--------|
| Families - Head of Households | | | | | | | | | | | |
| 2018 | 25.3 | 54.2 | 50.3 | 17.6 | 66.4 | 27.8 | 128.3 | 49.7 | 13.8 | 36.1 | 42.9 |
| 2019 | 26.0 | 48.5 | 37.4 | N/A | 51.2 | 28.5 | 152.2 | 52.4 | 13.0 | 45.4 | 45.4 |
| 2020 | 38.4 | 49.8 | 42.9 | 10.1 | 45.8 | 24.0 | 135.5 | 48.1 | 14.2 | 49.3 | 44.4 |

Source: HSTL115 (Community Impact)

Hamilton: The large variance in 2019 was due to a new data source.

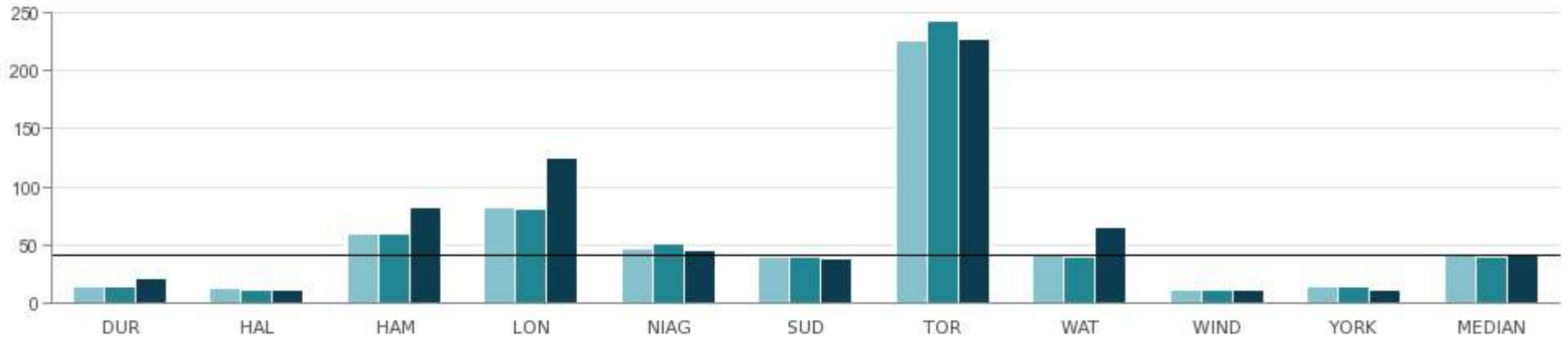
Sudbury: Decrease in 2019 was due to closure of men's shelter for several months. (See HSTL105/HSTL110).

Waterloo: The Emergency Shelter Program has seen a reduction in the overall average length of stay due to the rapid re-housing of families experiencing homelessness in Waterloo Region. In addition, the temporary emergency shelter sites operationalized across the region experienced on average, a shorter length of stay for participants. (See HSTL105).

Emergency Shelters

Figure 8.2 Average Nightly Number of Emergency Shelter Beds Available per 100,000 Population

Where motel rooms are a permanent part of the shelter model, motel rooms are included in the total. However, where motel rooms are not a permanent part to the model but are used as needed, the total number of shelter beds does not include motel rooms.



| | | | | | | | | | | | |
|------|------|------|------|-------|------|------|-------|------|------|------|------|
| 2018 | 13.4 | 11.7 | 59.6 | 81.9 | 46.6 | 39.6 | 226.2 | 40.8 | 11.2 | 13.4 | 40.2 |
| 2019 | 13.3 | 11.4 | 58.9 | 80.9 | 50.3 | 39.6 | 243.8 | 39.7 | 11.5 | 13.3 | 39.7 |
| 2020 | 21.5 | 11.1 | 82.4 | 125.4 | 45.0 | 37.8 | 227.2 | 64.8 | 11.3 | 11.4 | 41.4 |

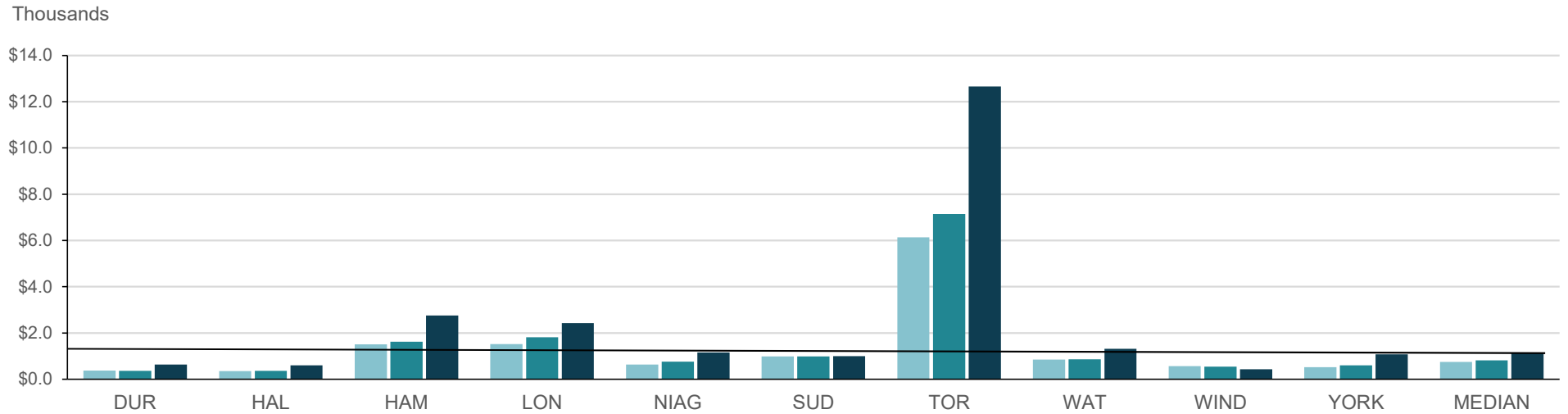
Source: HSTL205 (Service Level)

Toronto: The use of motels and hotels is a permanent and significant feature of Toronto's shelter system. As such, all beds in motel/hotel programs are always counted toward total capacity.

Emergency Shelters

Figure 8.3 Direct Cost of Emergency Shelter Program per 100,000 Population

The types of direct operating costs incurred by municipalities vary based on the service delivery models they use to provide emergency shelters. Depending on the service delivery model, operating costs could include municipal shelter staff and building maintenance costs; and/or payments made to third party operators and hotels/motels.



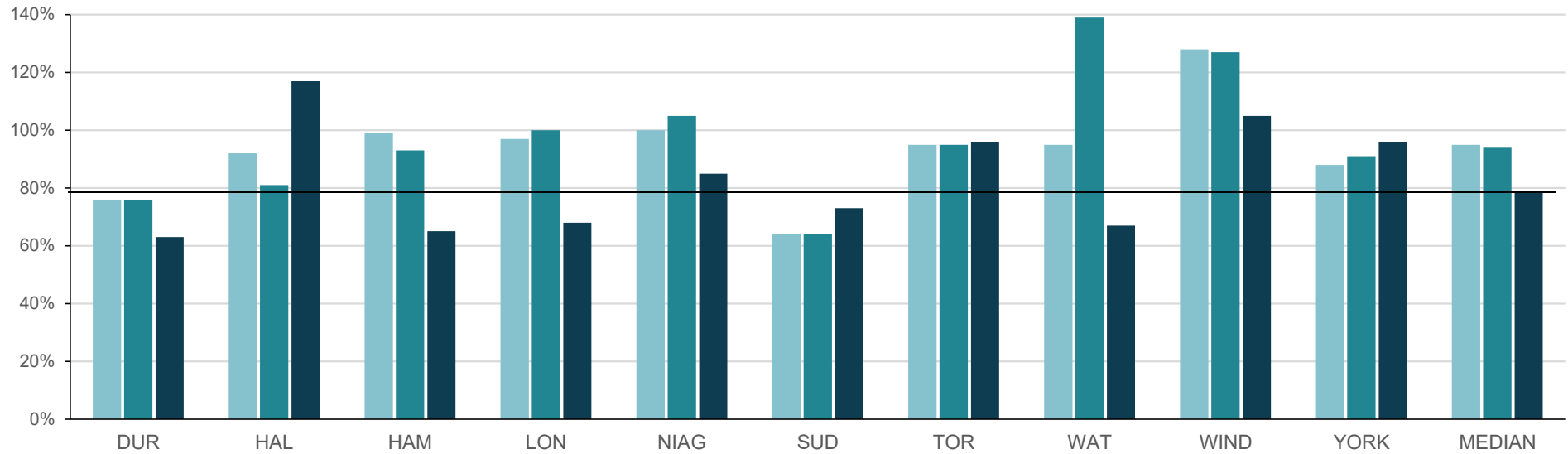
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|------|-------|-------|---------|---------|---------|-------|----------|---------|-------|---------|---------|
| 2018 | \$369 | \$350 | \$1,507 | \$1,523 | \$638 | \$983 | \$6,137 | \$854 | \$563 | \$524 | \$746 |
| 2019 | \$365 | \$360 | \$1,618 | \$1,816 | \$761 | \$986 | \$7,143 | \$862 | \$542 | \$603 | \$812 |
| 2020 | \$631 | \$600 | \$2,752 | \$2,432 | \$1,158 | \$996 | \$12,654 | \$1,317 | \$431 | \$1,080 | \$1,119 |

Source: HSTL220 (Service Level)

Emergency Shelters

Figure 8.4 Average Nightly Bed Occupancy Rate of Emergency Shelters

Rooms can be occupied at less than 100% capacity depending on the family size. A result of greater than 100% is possible through the use of overflow spaces.



| | | | | | | | | | | | |
|------|-----|------|-----|------|------|-----|-----|------|------|-----|-----|
| 2018 | 76% | 92% | 99% | 97% | 100% | 64% | 95% | 95% | 128% | 88% | 95% |
| 2019 | 76% | 81% | 93% | 100% | 105% | 64% | 95% | 139% | 127% | 91% | 94% |
| 2020 | 63% | 117% | 65% | 68% | 85% | 73% | 96% | 67% | 105% | 96% | 79% |

Source: HSTL410 (Customer Service)

Waterloo: The 2019 increase was due to the use of additional emergency shelter beds as a response to increasing occupancy pressures.